United Nations ST/SGB/2011/4

Secretariat

20 July 2011

Secretary-General's bulletin

Organization of the Office of Human Resources Management

The Secretary-General, pursuant to the Secretary-General's bulletin entitled "Organization of the Secretariat of the United Nations" (ST/SGB/1997/5) as amended by Secretary-General's bulletin ST/SGB/2002/11, and for the purpose of establishing the organizational structure of the Office of Human Resources Management, promulgates the following:

Section 1
General provision

The present bulletin shall apply in conjunction with the Secretary-General's bulletin entitled "Organization of the Secretariat of the United Nations" (ST/SGB/1997/5) as amended by Secretary-General's bulletin ST/SGB/2002/11.

Section 2
Functions and organization

2.1 The Office of Human Resources Management seeks to align the Organization's human resources capacity with its mission and changing mandates and to ensure that the Secretariat can carry out its functions effectively and efficiently. It endeavours to act with sensitivity and appropriate flexibility, taking into account the provisions of the Charter of the United Nations, the mandates of the General Assembly, the Staff Regulations and the Staff Rules, as well as the principles and practices of a good employer. In developing solutions, it addresses strategic organizational needs as well as those of individual staff.

2.2 Accordingly, as the central authority for matters pertaining to the management of human resources, the Office is responsible for:

(a) In strategic partnerships with clients, including departments, offices, staff, Member States, etc., identifying, championing, developing and implementing suitable policies, programmes, procedures and supporting systems, including technology-based support tools, that together will lead to:

(i) The creation of an organizational culture that is responsive and results-oriented; rewards creativity and innovation; and promotes continuous learning, high performance and managerial excellence;

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(ii) Greater transparency, responsibility, accountability, due process, equity and fairness in the management of human resources;

(iii) The development of a dynamic, adaptable and global workforce with the highest levels of competence and integrity to serve the evolving mandates of the Organization;

(b) Selecting, retaining and developing staff of the highest competence and integrity, taking into account the provisions of Articles 8 and 101 of the Charter of the United Nations;

(c) Managing programmes concerning staff and career development, staff mobility, performance management, contractual arrangements and conditions of service that meet the needs and aspirations of both staff and the Organization, in coordination with the International Civil Service Commission as appropriate;

(d) Defining human resources objectives, at the Secretariat, departmental and office levels, and field missions;

(e) Establishing and interpreting human resources policies, as well as establishing the relevant rules and guidelines for the implementation of such policies;

(f) Supporting the monitoring of the implementation of rules, policies and programmes; guiding and advising staff and managers in the performance of their roles and responsibilities in the area of human resources; and taking or recommending corrective measures or sanctions, as appropriate, to improve management practice and increase efficiency of work;

(g) Promoting and maintaining staff health, developing, implementing and monitoring health-care and medico-administrative policies, and ensuring staff access to medical care system-wide, including field operations, and United Nations funds and programmes;

(h) Providing support to intergovernmental, inter-agency and expert bodies in the field of human resources management;

(i) Conducting staff-management consultation, and promoting staff welfare and security in conjunction with the Department of Safety and Security.

2.3 The Office is divided into organizational units, as described in the present bulletin. The Assistant Secretary-General for Human Resources Management and the officials in charge of each unit, in addition to the specific functions set out in the present bulletin, perform the general functions applicable to their positions, as set out in Secretary-General's bulletin ST/SGB/1997/5 as amended by Secretary-General's bulletin ST/SGB/2002/11.

Section 3
Assistant Secretary-General for Human Resources Management

3.1 The Assistant Secretary-General is responsible for the activities of the Office of Human Resources Management and its administration, and is accountable to the Under-Secretary-General for Management.

3.2 The Assistant Secretary-General provides leadership, direction and advice on matters that relate to the development, implementation, coordination, monitoring

and communication of human resources strategy and underlying policies, and the implementation of related programmes throughout the Secretariat. Accordingly, the Assistant Secretary-General:

(a) Provides the Secretary-General, through the Under-Secretary-General for Management, with advice and support on all matters pertaining to human resources management;

(b) On matters pertaining to human resources management, represents the Secretary-General in dealings with the representatives of Member and observer States, intergovernmental bodies, international organizations, governmental and non-governmental organizations, the International Civil Service Commission and other programmes and organizations of the United Nations system through the United Nations System Chief Executives Board for Coordination and its subsidiary bodies, and the media;

(c) Interprets and establishes human resources policies, as well as establishes the relevant rules and guidelines for the implementation of such policies;

(d) Represents the Secretary-General in the conduct of staff-management consultations, as envisaged in article VIII of the Staff Regulations;

(e) Formulates the programme plan of the Office and produces the corresponding budget proposals;

(f) Identifies broad strategies required for the development and implementation of the work programme of the Office;

(g) Carries out management activities and makes managerial decisions to ensure the effective, efficient and economic operation of the programme.

Section 4
Office of the Assistant Secretary-General for Human Resources Management

4.1 The core functions of the Office of the Assistant Secretary-General for Human Resources Management are as follows:

(a) To assist and advise the Assistant Secretary-General in carrying out her/his duties, particularly on issues requiring policy decisions, and in coordinating administrative and management matters that require clearance by the head of the Office as well as in coordinating the activities of the Office with those of other organizational units performing related tasks;

(b) To prepare or coordinate the preparation of reports to the General Assembly and other bodies on human resources management matters;

(c) To conduct staff-management consultations;

(d) To conduct and coordinate communications programmes;

(e) To monitor the implementation of the workplans of the Office.

4.2 The Office of the Assistant Secretary-General also provides secretariat services to the Staff-Management Coordination Committee.

Section 5
Strategic Planning and Staffing Division

5.1 The Strategic Planning and Staffing Division is headed by a Director who is accountable to the Assistant Secretary-General.

5.2 The Division consists of the following: (a) the Planning, Monitoring and Reporting Service; (b) the Staffing Service; and (c) the Outreach Section. The Chief of each Service or Section is accountable to the Director of the Division.

5.3 The core functions of the Planning, Monitoring and Reporting Service are: to support the management of the Secretariat's human resources through strategic workforce planning, supporting the monitoring of human resources delegated authority and reporting on human resources management information.

5.4 The core functions of the Staffing Service are:

(a) To manage the implementation of the staff selection system, including the provision of secretariat services to the central review bodies at United Nations Headquarters in New York; provide expert advice to central review body secretariats away from Headquarters; and contribute to the development of policies for the work of the central review bodies in the Organization;

(b) To develop and manage components of the talent management system related to staffing as an enterprise talent management tool; provide guidance to departments and offices to ensure that selection decisions are made on the basis of merit, demonstrated competencies, performance, objective, job-related criteria, and organizational mandates; and develop and monitor an integrated approach to ensure transparency, consistency, timeliness and efficiency of staffing procedures;

(c) To contribute to the development of strategies, policies and programmes with a view to promoting a dynamic, adaptable and global workforce with the highest levels of competence and integrity to serve the evolving mandates of the Organization;

(d) To develop strategies for the management of the recruitment of young professionals and conduct competitive examinations for recruitment to the Professional category, ensuring the preparation, validity and confidentiality of examination materials, as well as other examinations, tests and assessments.

5.5 The core function of the Outreach Section is: to support the Secretariat in identifying and attracting high-quality candidates through outreach activities and the United Nations internship programme; and conduct proactive and targeted recruitment campaigns taking into account the predicted operational needs of the Organization and the mandates of the General Assembly, particularly on geographical representation and gender balance.

Section 6
Learning, Development and Human Resources Services Division

6.1 The Learning, Development and Human Resources Services Division is headed by a Director who is accountable to the Assistant Secretary-General.

6.2 The Division consists of one service and two sections: (a) the Human Resources Service; (b) the Learning, Leadership and Organizational Development Section; and (c) the Career Support and Performance Management Section. The

Chief of the Service and the Chief of each Section are accountable to the Director of the Division.

6.3 The core functions of the Human Resources Service are:

(a) To administer and monitor staff entitlements and benefits in accordance with the Staff Regulations and Rules; and engage in business process reviews in order to streamline procedures for increased efficiency and effectiveness;

(b) To provide advice and support to management and staff on: (i) the implementation of human resources management policies; (ii) succession planning options; (iii) staff selection, recruitment, induction and separation; and (iv) consultations on individual cases;

(c) To ensure emergency preparedness in the Secretariat through the Emergency Preparedness and Support Team, which provides support to staff and their families directly affected by malicious acts, natural disasters and other emergencies, and works closely with other departments to prepare a coordinated approach to emergency management.

6.4 The core functions of the Learning, Leadership and Organizational Development Section are:

(a) To develop and implement core learning and development programmes, using best practice, to build the Secretariat's leadership and managerial capacity; increase competence in human and financial resources management; enable the Organization to maximize its investments in technology; ensure that the substantive skills of staff are continually enhanced and updated; promote a culture of high ethical standards throughout the Secretariat; and strengthen the Secretariat's capacity to take advantage of its diversity by promoting multilingualism, cross-cultural awareness and gender awareness;

(b) To integrate core and managerial competencies into all human resources systems, including staff selection, performance management, career development and training; and assess needs and formulate strategies to address organizational and individual development and learning requirements in order to build capacity at all levels, including at senior management levels.

6.5 The core functions of the Career Support and Performance Management Section are:

(a) To develop mechanisms to support career development, including the expansion of job networks and voluntary mobility opportunities, career planning programmes, the spouse support programme, programmes for junior professionals, and mentoring programmes; and the development of career paths and models;

(b) To support the institutionalization of performance-based management, through the continuing development and implementation of a performance management and development system linked to talent management, continuous learning, and career development.

Section 7
Human Resources Policy Service

7.1 The Human Resources Policy Service is headed by a Chief who is accountable to the Assistant Secretary-General.

7.2 The Service consists of the Administrative Law Section, the Policy and Conditions of Service Section, and the Compensation and Classification Section. The Chief of each Section is accountable to the Chief of the Service.

7.3 The core functions of the Policy and Conditions of Service Section are:

(a) To develop human resources policies according to the Secretary-General's human resources management strategy in consultation with management and staff representative bodies, as appropriate; prepare amendments to the Staff Regulations for submission to the General Assembly; draft or coordinate revisions to the Staff Rules and administrative issuances setting out rules, policies and procedures; and approve the publication of all administrative issuances, information circulars and official forms;

(b) To contribute to the development of a common system human resources policy in the areas of compensation and conditions of service, and in the review and expansion of common services in the human resources area; contribute to the work of inter-agency bodies including the High-level Committee on Management and the Human Resources Network, and represent the United Nations at the International Civil Service Commission; and monitor the implementation of policy instructions and guidelines related to salaries, allowances and other entitlements, providing substantive support to legislative bodies during the consideration of these issues.

7.4 The core functions of the Compensation and Classification Section are:

(a) To conduct comprehensive salary surveys at non-headquarters duty stations; and review, approve and promulgate salary scales and allowances for staff in the General Service and related categories;

(b) To participate in the development of classification policies and standards at the common system level; develop and maintain classified generic job profiles; provide classification advice; and support the work of the classification appeals bodies.

7.5 The core functions of the Administrative Law Section are:

(a) To manage all aspects of appeals against administrative decisions, as the representative of the Secretary-General before the United Nations Dispute Tribunal;

(b) To manage all disciplinary cases in respect of United Nations staff members, including providing legal advice and making recommendations in disciplinary cases through all steps of the disciplinary process.

Section 8
Medical Services Division

8.1 The Medical Services Division is headed by a Director who is accountable to the Assistant Secretary-General.

8.2 The Director acts as medical adviser on matters pertaining to the Advisory Board on Compensation Claims and is the designated medical consultant for the United Nations Joint Staff Pension Board.

8.3 The Division consists of the Office of the Director, administrative and information technology support services, the Field Support Section, the Headquarters and Common Support Section (including nursing and diagnostic

support services), the Public Health and Emergency Preparedness Section, and the Psychosocial Support Section.

8.4 The core functions of the Medical Services Division are:

(a) To promote staff health, while ensuring medical compatibility with job requirements, through the performance and review of medical examinations, providing medical clearances for the recruitment, reassignment and mission deployment of staff worldwide, and the recruitment of military observers and civilian police monitors, providing travel health advice, pre- and post-mission consultations, preventive health and health promotion programmes, consultations and referrals, psychosocial support, health-related training, and assessments/recommendations regarding office ergonomics and the working environment;

(b) To manage risks in the workplace, through the provision of first aid, treatment and emergency services, approving, advising on and assisting with medical evacuations and repatriation requests by staff and their recognized dependants, military observers, civilian police monitors and United Nations peacekeeping troops, providing medical inputs to the Crisis Operation Group, developing preparedness plans for pandemic human influenza and other emergencies, including liaison with the New York Department of Health and Mental Hygiene and other health authorities and medical facilities of New York City;

(c) To provide medical advice to United Nations medical facilities system-wide, coordinating the implementation of United Nations policies on health care, providing advice on technical and professional aspects of the functioning of United Nations-sponsored dispensaries and civilian clinics of United Nations peacekeeping missions, providing technical clearance and participating in interviews for the appointment of United Nations physicians and other medical staff, including to positions in peacekeeping missions, appointing United Nations examining physicians, and performing on-site assessments of health facilities at field duty stations, including the assessment of existing and potential regional evacuation centres;

(d) To advise on medico-administrative issues, including medical aspects of sick leave, the evaluation and certification of sick leave for staff worldwide, the provision of medical advice to the United Nations Joint Staff Pension Fund, the Advisory Board on Compensation Claims, the Field Budget and Finance Division (on compensation claims of troops) and the International Civil Service Commission (regarding medical aspects of hardship classifications of duty stations), advising the Administration on special dependency allowances for disabled children and special education grants for children with disabilities, and advising on health-related policies system-wide (in administrative instructions, information circulars, etc.).

Section 9
Human Resources Information Systems Section

9.1 The Human Resources Information Systems Section is headed by a Chief who is accountable to the Assistant Secretary-General.

9.2 The core functions of the Human Resources Information Systems Section are:

(a) To establish human resources systems strategy;

(b) To provide application development, maintenance and user support for Inspira, the United Nations talent management information system, in the areas of staffing, learning management, performance management and reporting;

(c) To provide human-resources-related management information for reporting purposes, including through the provision of self-service online tools for human resources practitioners and programme managers;

(d) To support the implementation of enterprise resource planning systems that conform to the standards and directives of the Office of Information and Communications Technology;

(e) To ensure that sufficient security controls are implemented across all human resources systems.

Section 10
Final provisions

10.1 The present bulletin shall enter into force on the date of its issuance.

10.2 Secretary-General's bulletin of 7 April 2004, entitled "Organization of the Office of Human Resources Management" (ST/SGB/2004/8), is hereby abolished.

(*Signed*) **BAN** Ki-moon
Secretary-General